

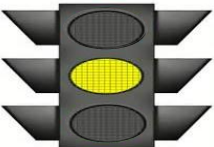

Revenue Commission Customer Satisfaction Survey

Office of Management & Budget



KPI Owner: Daniel Frocht

Process: Revenue Commission

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD Goal: To increase customer satisfaction with Revenue Commission to 100% customer satisfaction Benchmark: TBD		Data Source: Survey Goal Source: OMB Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Survey Why Measure: To improve customer satisfaction Next Improvement Step: Validate problem, baseline benchmark, and goal		
How Are We Doing?					
2010-2014 5 Year Goal	2010-2014 5 Year Actual		2014 Goal	2014 Actual	
100	94		95	94	
Percentage	Percentage		Percentage	Percentage	

